



For Immediate Release

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WorkSource Northwest Staff Earn National Certification

BELLINGHAM – WorkSource Northwest Career Centers take customer service seriously. Seventeen WorkSource employees in Whatcom, Skagit and Island counties earned the distinction of being the first in the state to complete a rigorous series of courses designed to upgrade professional skills and improve customer service. They'll receive national certification during an award ceremony next week in Mount Vernon.

The community is invited to attend the ceremony at 11 a.m. Thursday, July 31, at WorkSource Skagit, 2021 E. College Way, in room 103.

“The specialized training required a great deal of commitment on the part of staff who participated,” said Gary Smith, coordinator of the WorkSource Northwest Partnership. “We’re proud of what this says about our staff’s willingness to upgrade professional skills, improve customer satisfaction and better serve job seekers and employers in our community.”

The 17 employees underwent six months of online coursework developed by the Dynamic Works Institute of Florida. In addition to customer service, the program covers such topics as job search techniques, labor market information, job preparation, technology, program management, and diversity. Classes culminate in a comprehensive written exam. Participants are required to score 90 percent or better to achieve national certification.

(More)

WorkSource is a public-private partnership of business, government agencies, nonprofit organizations and colleges that provide comprehensive resources for job seekers and employers.

For more information about WorkSource services, visit the WorkSource Web site at <http://www.go2worksource.com> or contact a local center:

- WorkSource Skagit, 2021 E. College Way, Mount Vernon, (360) 336-5781
- WorkSource Whatcom, 101 Prospect St., Bellingham, (360) 671-1660
- WorkSource Whidbey, 31975 SR 20, Suite 3, Oak Harbor, (360) 675-5966

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